

## People at the Center of Technology

*KonTerra partners with technology organizations to protect and strengthen the people behind AI, digital platforms, data, and safety operations.*

Some technology teams face distinctive psychological pressures. They may be repeatedly exposed to disturbing content, make ethically complex decisions, work under demanding performance expectations, or operate in high-stakes, high-visibility environments.

Over time, these pressures can contribute to burnout, vicarious trauma, moral distress, and other challenges to staff wellbeing and effectiveness.

## Who We Support

### Trust & Safety

Investigating abuse, fraud, and discrimination and making complex, high-stakes decisions.

### Content Moderation

Reviewing high volumes of graphic or disturbing content while managing demanding performance expectations.

### Crisis & Threat Intelligence

Monitoring emerging threats and critical incidents where rapid insights and decisions protect people and assets.

### AI Evaluation & Safety

Testing and improving AI systems and working with toxic datasets while navigating bias and emerging risks.

## Why Specialized Support Matters

Generic wellbeing approaches do not always account for the realities of high-exposure work. Effective support considers not only individual coping, but also organizational realities and pressure points including workload, workflow, management practices, team culture, exposure patterns, organizational systems, and access to appropriate support.

## Why KonTerra

*We can help you protect your people, support their wellbeing and effectiveness, and understand how to foster a healthier workplace given your operational realities.*

Our support is grounded in a deep understanding of the realities of high-stress and high-exposure work.

### SPECIALIZED EXPERTISE

Deep experience supporting people working with trauma, crisis, disturbing material, and complex high-stakes decisions.

### INDIVIDUAL + SYSTEMS FOCUS

Support that addresses individual wellbeing alongside team practices, leadership, workflow, and organizational systems.

### GLOBAL, CULTURALLY RESPONSIVE

Nearly 300 resilience specialists across 60+ countries, working in 70+ languages.

## How We Support Your People

KonTerra has years of experience partnering with global technology companies to support employees in Trust & Safety and other high-exposure roles. We tailor support to each organization's people, risks, culture, and operating environment.

## Support Across the Wellbeing and Resilience Continuum

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|  <b>Confidential Counseling</b><br>Specialist in-person and remote counseling from clinicians experienced in supporting people working in demanding and high-exposure environments.      |  <b>Wellbeing Assessment</b><br>Assess team and organizational risks, understand staff wellbeing challenges, identify pressure points, and prioritize practical improvements.       |
|  <b>Training &amp; Learning</b><br>Workshops and customized learning on vicarious trauma, graphic and distressing content, burnout, resilience, and manager skills for supporting staff. |  <b>Leadership &amp; Team Support</b><br>Coaching, consultation, group support, and practical guidance to help managers and leaders strengthen staff wellbeing and team resilience. |
|  <b>Critical Incident Response</b><br>Rapid, expert support for staff and managers following acute incidents or cumulative traumatic exposure.                                         |  <b>KIRB®</b><br>Individual resilience assessment and targeted skill-building using the KonTerra Inventory of Resilience Builders®.                                               |

## Experience You Can Rely On

Our work with leading global technology companies has included supporting Trust & Safety, customer service, content moderation and other high-exposure teams through confidential counseling, team and organizational wellbeing assessments, leadership consultation, critical incident support, resilience assessment, and tailored learning on vicarious trauma, burnout, graphic content, and sustainable wellbeing.

## Let's Talk About Your Team's Needs

Whether you're looking to strengthen preventative support, equip managers, reduce the impact of high-exposure work, or respond to an immediate challenge affecting your people or team, we can help identify an approach that fits your team.

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